

3 March 2000

Performance Work Statement

For

**RECORDS, CORRESPONDENCE AND FORMS MANAGEMENT, MAIL
HANDLING AND MESSENGER SERVICE, AND OTHER ADMINISTRATIVE
SERVICES IN SUPPORT OF THE NAVAL RESEARCH LABORATORY**

INTRODUCTION

The Naval Research Laboratory is the Navy's corporate laboratory. NRL conducts a broadly based multidisciplinary program of scientific research and advanced technological development directed toward maritime applications of new and improved materials, techniques, equipment, system, and ocean, atmospheric, and space sciences and related technologies. More information on the mission, location (including field activities), size and area maps are available at the NRL website <http://www.nrl.navy.mil>.

This PWS is defined based on desired output of products and services and "how to" procedures have been removed, when possible. Significant and continuous process improvements are desired. The requirement is subject to OMB Circular A-76 cost comparison and therefore the term *Providing Activity (PA)* is used in lieu of *Contractor* and the term *award* is used in lieu of *contract* because the result of this comparison may be implementation of the Government's Most Efficient Organization (MEO) or award of a commercial contract. The intent is to provide the most efficient and effective approach to complete the requirements herein.

1.0 GENERAL

1.1. SCOPE OF WORK

1.1.1. The Providing Activity (PA) shall provide all management, personnel, equipment, tools, materials, supervision, and other items and services necessary to perform all the tasks of this Performance Work Statement (PWS) except for those government-furnished property and services specifically provided for in this PWS. Except where indicated, the work site shall be at government-provided facilities at the Naval Research Laboratory, Washington, D.C.

1.2. CONTRACTOR PERSONNEL

1.2.1. *On-Site Manager.* The on-site manager, who will be responsible for the performance of all work, shall be on site. The name of this person, and an alternate who will act in the absence of the manager, shall be designated in writing to the Contracting Officer and Contracting Officer Representative (COR) on the first day of the period of performance. This document shall include the normal duty hours of the manager and alternate and telephone numbers where these persons may be contacted outside of their normal duty hours in case of emergency.

1.2.1.1. *Authority.* The manager or designated alternate shall have full authority to act on all matters relating to daily operations in the performance of these tasks.

1.2.1.2. *Availability.* The manager or alternate shall be on-site during core hours as defined in NRLINST 7400.2 and applicable NRL Notices.

1.2.2. *Requirements for On-Site Contractors.* The contractor personnel shall comply with the Requirements for On-Site Contractors available in full text at <http://heron.nrl.navy.mil/contracts/home.htm>.

1.2.3. *Personnel Qualifications.* The PA shall provide qualified personnel that meet or exceed the requirements of Enclosure (1), PERSONNEL QUALIFICATIONS, for the performance of this PWS.

1.3. APPLICABLE DOCUMENTS

1.3.1. *Compliance.* The PA shall comply with the latest versions of all laws, requirements, regulations, policies, instructions, and notes as listed in Enclosure (2) and with all applicable future requirements that may be issued covering the performance of the PWS.

1.3.2. *Documents.* Applicable documents listed in Enclosure (2) have been coded as mandatory (M) or advisory (A). The PA is obligated to follow those documents coded as mandatory and shall be guided by those coded advisory to the extent necessary to accomplish the requirements of this PWS. Access to listed publications and forms shall be furnished at the start of the first operational performance period. Supplements or amendments to these mandatory publications may be issued during the life of the award and it is the PA's responsibility to comply as updated. Compliance shall be according to the following:

1.3.2.1. *Responsibility for Compliance.* All tasks set forth in the PWS are the responsibility of the PA except where the PWS explicitly states otherwise. It is recognized that in conjunction with many tasks set forth therein, reference is made to Department of Defense, Department of the Navy, Naval Research Laboratory, and other directives, regulations, manuals, pamphlets, instructions, and other guidance. It is also recognized that because such referenced documents have been written with a view toward performance by government personnel, they may contain language which indicates performance is to be by government personnel. Whenever such directives, regulations, manuals, pamphlets, instructions, and other guidance are referenced, they shall be used in the performance of the PWS.

1.3.2.2. *Conflicts.* Should there be a conflict between the PWS and references set forth therein, the PWS shall have precedence. Should there be a conflict between or among two or more such references, those coded as mandatory by the PWS shall have precedence over those coded as advisory; between or among those similarly coded, those issued by a higher authority shall have control over those issued by a lower authority; and between or among those issued at the same level of authority, those with a later date of issue shall have control over those with an earlier date of issue. Any duty set forth in such reference which shall call for the exercise of non-delegable discretionary governmental authority shall be subject to the final approval of the government official having such authority, notwithstanding

that the PA may be required to perform duties and render advice at a level below such final approval.

1.4. EMPLOYEE TRAINING

1.4.1. *Employee Training.* The PA shall be responsible for all employee training required for the performance of the PWS and shall ensure that employees stay current and proficient in their areas of responsibility. The PA shall obtain all required training and shall be responsible for all costs associated with its employees' training. As directed by the COR, the contractor shall be responsible for its personnel attending training courses provided by the government at no additional cost to the PA. This training may be on equipment, systems, processes, safety, security, or other areas as requirements develop.

1.5. MEETINGS

1.5.1. *Meetings.* The PA shall attend meetings with NRL customers as may be periodically scheduled. Meetings may be scheduled directly with the customer. The manager may be required to meet at least weekly with a Quality Assurance Evaluator (QAE) and/or the COR the first month of the award. Meetings will be as often as necessary thereafter as determined by the COR. However a meeting will be held whenever a Contract Deficiency Report (CDR) is issued to the contractor. Written minutes of all performance evaluation meetings shall be prepared by the COR and signed by the manager. Should the manager not concur with the minutes, the manager shall identify the specific disagreement(s) in writing to the Contracting Officer within 10 calendar days of receipt of the signed minutes. These minutes shall be provided to the Contracting Officer by the COR to be included in the contract file.

1.6. QUALITY CONTROL

1.6.1. *Quality Control Plan.* The contractor shall establish, within 30 days after award, a Quality Control Plan. The contractor shall submit their Quality Control Plan to the COR to ensure the requirements of this award are covered as specified. The COR will notify the contractor of acceptance or required modifications to the plan 15 days after receiving it from the contractor for review. The contractor shall make appropriate modifications and obtain acceptance of the plan by the COR.

1.6.2. *Government Evaluation.* The government will evaluate the PA's performance under this award and will follow the methods of surveillance as specified in Enclosure (3) and (4).

1.6.3. *Surveillance Observations.* When an observation indicates defective performance, the COR will record and require the manager or alternate to initial the observation indicating acknowledgment of deficiency. The initialing of the observation does not constitute contractor concurrence with the observation, only

acknowledgment that the contractor has been made aware of the defective performance.

1.7. PHYSICAL SECURITY

1.7.1. *Responsibility for Compliance.* The PA shall comply with all security regulations and directives as identified herein, as revised, and those subsequently issued. The contractor shall comply with the requirements of the DD Form 254, *DoD Contract Security Classification Specification*.

1.7.2. *Inventory of Classified Documents and Material.* Not later than 5 calendar days prior to the start of the first operational performance period or notification of the issuance of security clearances to required personnel, whichever occurs last, the contractor shall conduct a joint inventory of all classified documents and material to be inventoried. The contractor shall sign a receipt for all items on the inventory.

1.7.3. *Safeguarding Government Property.* The PA shall be responsible for safeguarding all government property provided for use. At the close of each work period, government facilities, property, and materials shall be secured and checked in accordance with established NRL policies and procedures.

1.7.4. *Lock Combinations.* The PA shall follow all applicable NRL directives to ensure that no lock combinations are revealed to unauthorized persons. The PA shall ensure that lock combinations are changed when personnel having access to the combinations no longer have a need to know such combinations. Further, changes to combinations shall be made at all other times required by NRL directives. These procedures shall be included in the contractor's Quality Control Plan.

1.8. HOURS OF OPERATION

1.8.1. *Flexitime Hours.* The PA shall perform work required under this award during flexitime hours in accordance with NRLINST 7400.2 and applicable NRL Notices. Core hours are defined in NRLINST 7400.2 as between 9 and 11 a.m. and between 1 and 3 p.m. The PA may establish the "normal" hours of operation for its employees. The PA based in the mailroom must be available to receive United States Postal Service (USPS) mail delivery (currently between 6:30 and 7:30 a.m.) at times negotiated with the USPS.

1.8.2. *Outside of Normal Hours.* On occasion, services may be required to support projects or other requirements outside the normal duty hours. The COR shall inform the manager as far in advance as is possible to plan for such duty.

1.9. CONSERVATION OF UTILITIES

1.9.1. *Conservation Practices.* The PA shall instruct employees in utilities conservation practices.

1.9.1.1. *Energy Consumption.* The Energy Policy Act (EPACT 1992) and Executive Order 12902 (Mar 94) mandates all federal facilities to reduce energy consumption from an FY85 baseline. The PA shall pursue an energy conservation program within its government-furnished facilities. As a minimum, the PA shall demonstrate a good faith effort is being made to reduce energy consumption.

1.9.1.2. *Telecommunications Devices.* Government telephones, fax machines, or other telecommunications devices shall be used only for official government business. The PA shall be responsible for all telephone charges associated with its employees' personal use.

1.9.1.3. *Utility Conservation.* The PA shall comply with all requests for conservation of utilities as deemed necessary by the Commanding Officer. Examples of such requests include conserving water during droughts and conserving electricity when requested by utility companies. In the event that these requests will inhibit the contractor's ability to meet any other contract requirement, the contractor shall immediately notify the COR for direction.

1.10. ENVIRONMENTAL CONTROL

1.10.1. *Compliance with Laws and Regulations.* The PA shall be knowledgeable of and comply with all applicable federal, state, and local laws, regulations, and requirements regarding environmental protection. In the event environmental laws/regulations change during the term of this award, the PA is required to comply as such laws come into effect.

1.10.2. *Notification of Hazardous Materials Spills.* If the PA spills or releases any substance contained in 40 CFR 302 (or other applicable environmental statutes or regulations) into the environment, the PA or its agent shall immediately report the incident to the NRL Safety Officer (or NRL Guard Force if incident occurs after hours) in accordance with the NRL policies and instructions. After the above notification, the contractor shall notify the COR.

1.10.3. *Material Storage and Use.* The PA shall follow manufacturer's guidelines and professional recommendations for control of humidity and temperature, cleanliness, and materials handling.

1.10.4. *Compliance.* The PA shall comply with all aspects of Specific Safety, Occupational Health and Environmental Requirements. The PA shall identify all hazardous material under its control, provide Material Safety Data Sheets (MSDSs)

for hazardous materials (HMs), maintain an up-to-date inventory of HMs, and report use of HM in accordance with NRL instructions.

1.11. SAFETY REQUIREMENTS

1.11.1. *Responsibility for Compliance.* The PA shall comply with all the safety requirements, regulations, directives as identified herein and as published by NRL for all activities related to the accomplishment of the work. The PA shall comply with federal and state Occupational Safety and Health Administration (OSHA) regulations and local NRL instructions on safety, occupational health, and management of hazardous materials.

1.11.2. *Safety Plan.* The PA shall develop a safety plan for operation that details efforts to be made in protecting government facilities and property and providing a safe work environment for PA personnel. This plan shall be provided at the start of the first operational performance period.

1.11.3. *Notification of Government Property Damage or Personnel Injury.* The PA shall record and report promptly, to the Safety Office, all available facts relating to each instance of damage to government property or injury to either contractor or government personnel in accordance with NRL policies. The contractor shall provide a written report with all facts by the following business day to the COR. After hours, all incidents shall be reported immediately to the NRL Security Office.

1.11.4. *Accidents/Mishaps.* In the event of an accident/mishap, the PA shall take reasonable and prudent action to establish control of the accident/mishap scene, prevent further damage to persons or property, and preserve evidence. The PA shall report accidents and mishaps to the NRL Safety Office immediately and provide them a written copy of the report within 10 business days. The contractor shall provide a copy to the COR. Reporting is governed by all applicable NRL instructions and OSHA guidelines.

1.11.4.1. *Government Investigation of Accidents/Mishaps.* If the government elects to conduct an investigation of the accident/mishap, the PA shall, at no additional government expense, cooperate fully and assist government personnel in the conduct of the investigation until the investigation is completed.

1.12. SUBCONTRACTS

1.12.1 The contractor shall include a clause in each applicable subcontract requiring the subcontractor's cooperation and assistance in accident/mishap reporting and investigation, as well as compliance with all safety, hazardous material use, storage, handling, and reporting requirements as applicable to the primary contractor.

1.13 CONTRACTOR PHASE-IN

1.13.1. In order to ensure the smooth transition, the contractor will be permitted to have personnel on the government premises, at no cost to the government; during the 30-day period prior to award start date. Personnel may observe the government's performance of services included in this award in a manner that does not interfere with the normal conduct of government business. During this period, the contractor should become familiar with NRL in order to commence performance of the required services on the first day of the performance period.

1.14. CONTRACTOR PHASE-OUT

1.14.1. If there is a change in contractor or if the operation reverts to in-house, the incumbent contractor shall provide a 30-day phase-out familiarization period to the government or the follow-on PA, whichever the case may be. During this period, the contractor or government may observe performance of services in a manner that does not interfere with the normal business. During the phase-out familiarization period, the incumbent shall be fully responsible for operation of all services as defined in this PWS.

2.0. GOVERNMENT-FURNISHED PROPERTY AND SERVICES

2.1. GOVERNMENT- FURNISHED PROPERTY

2.1.1. *Facilities.* The government will provide all the necessary facilities. No alterations to the facilities shall be made without specific written permission from the COR. The PA shall return the facilities to the government in the same condition as received, except for normal wear and tear and approved alterations. These facilities shall be used by the PA only for performance of this award.

2.1.2. *Government-Furnished Equipment.* The government will make available to the PA the equipment listed in Enclosure (7), GOVERNMENT-FURNISHED EQUIPMENT.

2.1.2.1. *Equipment Inventory.* The contractor and the COR shall conduct a joint inventory of all government-furnished equipment listed in Enclosure (7) and the contractor shall sign a receipt for all equipment provided by the government. The joint inventory of government-furnished equipment must be done within 10 calendar days of the start of the period of performance of the contract and option periods, and not later than 10 calendar days before completion of the contract period (including any option periods). The contractor and COR shall jointly determine the working order and condition of all equipment. Items of equipment missing or not in working order shall be recorded and the Contracting Officer notified in writing by the COR. The contractor and the COR shall certify their agreement as to the working order of the equipment.

2.1.2.2. *Disposition of Property.* When government-furnished property is determined to be beyond economical repair, it shall be certified by the COR as condition condemned and reported to the Property Administrator/Plant Clearance Officer for disposition. Upon completion of the contract, all remaining government property will be reported to the Administrative Contracting Officer in accordance with FAR Part 45.

2.1.2.3. *Disposition of Other Government Property.* All records, files, documents, and work papers provided by the government or generated in support of this award are government property and shall be maintained and disposed of per NRL regulations and policy. At the time of disposition, the contractor shall box, label contents, and turn them over to the COR.

2.1.3. *Forms and Publications.* The government will provide forms and publications expressly required to perform the work in this PWS.

2.2. GOVERNMENT-FURNISHED SERVICES

2.2.1. *Utilities.* The government will furnish electricity, water, sewage, and heating for facilities provided.

2.2.2. *Telephones.* The government will provide telephone service consisting of DSN (the Department of Defense telephone network), local, and long-distance service. Telephone use is limited to matters related to the performance of this award.

2.2.3. *Custodial Services.* The government will provide basic custodial service.

2.2.4. *Refuse Collection.* The government will provide refuse service.

2.2.5. *Hazardous Waste Disposal.* The government will provide for the disposal of hazardous wastes generated in the performance of this award.

2.2.6. *Real Property Maintenance.* The government will provide maintenance and repair of real property facilities.

2.2.7. *Base Operation Support.* The government will provide fire prevention and protection, inspection, and maintenance of government-furnished fire extinguishers and systems, pest control, and grounds maintenance.

2.2.8. *Security Force.* The government will provide general on-base Security Guard services.

2.2.9. *Information Systems (IS).* Government-provided IS resources will be limited to that required for the performance of tasks in this PWS.

2.2.10. *Vehicle Maintenance.* The government will provide vehicle maintenance for each vehicles' useful life.

3.0. PA-FURNISHED ITEMS AND SERVICES

3.1. GENERAL

3.1.1. *Supplies and Equipment.* The PA shall provide all supplies and equipment used in the performance of this award, which shall be of a quality that meets the recognized standards of the commercial industries. The government will provide, at the start of the award period, supplies for an estimated 30 days performance. The PA will be required to provide an estimated 30 days supplies, for continued performance, at the end of the award period.

3.1.2. *Upkeep.* The PA shall be responsible for daily operational upkeep of all government-furnished equipment for its useful life in accordance with the user/operator manuals.

4.0. ADMINISTRATIVE SERVICES

The PA shall be responsible for all administrative services necessary to provide the tasks of this PWS including the following.

4.1. REQUIREMENTS

4.1.1. *Contract Data Requirements List (CDRL).* The PA shall provide all required services, reports, plans, and other correspondence at the time, frequency, and in the number of copies indicated in the Contract Data Requirements List (CDRL), DD Form 1423. The contractor shall maintain these records on file for the life of this award. The contractor shall make these records available for inspection upon request from the COR.

4.2. WORK ASSIGNMENTS

4.2.1. *Responsibilities.* The PA is responsible for assigning all work and response times to meet the requirements of NRL and/or customer.

4.2.2. *Management of Workload/Staffing.* The PA shall manage all workload and staffing to accomplish the tasks and within the scheduled times specified in Enclosures (5) and (6). The PA shall coordinate as necessary with the requester to develop and prepare the product(s).

4.2.3. *Quality.* Enclosure (3) specifies standards by which products and services will be evaluated. Using these standards and the established product deadlines and performance requirements identified in Enclosures (3) and (4), compliance will be determined. The quality of products produced and services provided shall equal or

exceed the quality standards listed. The contractor shall forward any customer complaints upon receipt to the COR.

4.2.4. Work Order Priorities. The PA shall assign all priorities to meet the requirements of the customers and the PWS.

4.2.5. Classified Materials Handling. The PA employees may handle only those classified materials for which a corresponding level of clearance has been duly issued to the individual employee. PA employees asked to handle classified materials for which they are not suitably cleared will defer such handling and refer the requester to the manager. The PA shall ensure that all classified products, including interim production materials bear classification markings required by current information security directives. The PA shall comply with established Information Systems and Information Security procedures including NRL policies when using any information technology equipment, reproduction, or printing equipment.

4.2.5.1. Classified Material Storage. When the PA is unable to complete and return classified material up to and including Secret material within the workday, the PA shall properly store the material in a government-furnished secured container.

4.2.6. Office Security. The PA shall perform end-of-day security checks of all their work areas ensuring the areas are secure as required by NRL security policies.

4.2.7. Contractor Recommended Equipment. Upon contractor determination to procure equipment to be incorporated into government systems, the contractor shall provide complete system specifications, including make/model data and configuration plans before integrating any additional resources into existing systems and configuration for contractor use in accordance with this PWS. The COR will determine whether contractor-recommended systems and/or components shall be integrated into existing resources.

4.2.8. Building Maintenance. The contractor shall notify the COR, in writing, of any maintenance, repair, or construction of a non-emergency nature that is requested in the interior and exterior of the contractor-occupied facility necessary for performance of this award. The request shall include details as to the location, nature, and scope of the deficiency.

4.2.9. Inspections. Periodically the Government may conduct inspections of areas occupied by the PA. The PA may be asked to accompany the inspector during building, fire, inspector general, precious metals, and safety inspections. The PA shall provide to the COR all required information, including, but not limited to, corrective actions needed as a result of any inspection.

5.0 SPECIFIC TASKS

5.1. MAIL MANAGEMENT

5.1.1. *General.* The PA shall manage and provide collection and delivery services of uncontrolled and controlled mail and parcels for NRL. Average monthly volume is indicated in Enclosure (8). The PA shall develop a plan for reporting volume as described in 5.5.1.1.

5.1.2. *Equipment Operation and Maintenance.* The PA shall operate and maintain the mailroom equipment .

5.1.2.1. *Vehicle Operation and Maintenance.* The PA shall comply with the Navy Driver's Handbook (NAVFAC MO-403). The PA shall notify the NRL Research & Development Services Division (R&DSD), Transportation Section, when vehicle maintenance outside of regularly scheduled maintenance is required. The Transportation Section will notify the PA when regularly scheduled maintenance is due to be performed. The PA shall deliver the vehicle to the NRL garage. The PA shall ensure that mail delivery vehicles are kept clean and free of debris. The PA shall lock the vehicles when not in use and must place keys in a locked area in the PA's assigned space.

5.2. MAIL PROCESSING

5.2.1. *Incoming Mail.* Mail is delivered by the United States Postal Service (USPS) twice a day and the Fleet Industrial and Supply Center, Norfolk Detachment, Washington, DC, Postal Operations Division (POSTOPNSDIV) once a day, as shown in Enclosure (5). The PA shall transport mail containers and packages (weighing up to 70 pounds) between the mailroom and the NRL mailroom loading dock. The PA shall sort and file mail in appropriate bins. The PA shall deliver incoming mail to addressees no later than the scheduled delivery the next work day. Empty USPS containers will be picked up by USPS at the mailroom loading dock.

5.2.1.1. *Processing Incoming Mail.* Upon receipt of incoming mail, the PA shall separate and prepare for dispatch controlled and uncontrolled mail. The PA shall ensure proper identification and accounting of controlled mail. The PA shall inspect suspicious incoming mail (as described in DOD 4525.8-M (as revised)) for possible letter bombs and report any suspicions thereof to the NRL Security Office immediately.

5.2.1.2. *USPS Express Mail.* USPS express mail may be delivered by USPS any time during working hours. The PA shall ensure that an employee authorized to sign for USPS controlled mail is available in the mailroom throughout the PA's normal working hours for receipt of USPS express mail. The PA shall attempt

delivery of USPS express mail to the recipient the same day it is received from USPS.

5.2.1.3. *Unidentified Mail.* The PA shall code mail that does not contain a current organization code and is addressed by name of an individual.

5.2.1.4. *Undeliverable or Misdirected Mail.* The PA shall "Return to Sender" all undeliverable mail and must redirect to the correct address all misdirected mail.

5.2.1.5 *Controlled Mail.* The PA shall receive, control, and route all controlled material (e.g., registered, certified, insured, Express Mail, and confidential material sent via first class mail). The PA shall sign for this material from the U.S. Postal Service, United Parcel Service (UPS), Federal Express (FEDEX), or other commercial carriers. The PA shall ensure that all secret material is signed for by Control Point personnel only. The PA shall also ensure that all registered, Express Mail and FEDEX mail received with an individual's name on the top line is handled expeditiously by telephoning individuals and having them personally come to the office to sign for this material and verify the contents in accordance with NRLINST 5510.40 (as revised). The PA shall promptly control any secret material received with an individual's name on the top line and release this material only to Control Point personnel.

5.2.2. *Outgoing Mail.* NRL's outgoing mail is metered by the POSTOPNSDIV. The PA shall ensure that all official outgoing mail, including all controlled mail (i.e., registered, certified, insured, and express mail) is prepared for collection at designated times (as shown in Enclosure (5)) by the POSTOPNSDIV and is not placed in the USPS channels.

5.2.2.1. *POSTOPNSDIV Directory.* Changes to the Directory are issued periodically by POSTOPNSDIV. The Directory provides current addresses of all Navy activities in the National Capital Region (NCR). Upon receipt of these written changes, the PA shall update the directory used in the mailroom and distribute copies of the changes to NRL codes that maintain copies of the directory. The PA shall reproduce and maintain a supply of the complete, updated Directory to respond to all NRL requests.

5.2.2.2. *Processing Unclassified Outgoing Mail.* The PA shall prepare the mail for pickup by the POSTOPNSDIV mail service. The PA shall inspect items for unauthorized use as defined in OPNAVINST 5218.7, NRLINST 5218.1, and DOD 4525.8-M (as revised). The PA shall inspect all mail labels and envelopes for proper formatting in accordance with USPS, Navy, and NRL policy.

5.2.2.2.1. The contractor shall forward to the COR any unauthorized outgoing mail as defined in DOD 4525.8-M (as revised).

5.2.2.2.2. The PA shall return illegible or improperly addressed items (as indicated in OPNAVINST 5218.7 (as revised)) to the originator. The front of the undeliverable items will be marked with the reason for non-delivery.

5.2.2.2.3. The PA shall repackage/wrap (as required) items to ensure compliance with USPS regulations and label items as applicable (airmail, return to sender, priority, Schedule A, fragile, etc.) as required by OPNAVINST 5112.6, OPNAVINST 5218.7, and NRLINST 5218.1 (as revised).

5.2.2.2.4. The PA shall check routing of outgoing international mail to ensure review by Code 1220 prior to release. All international mail not routed through Code 1220 shall be returned to the originator by the PA with a note that international mail must be routed through Code 1220 in accordance with NRLINST 5218.1 (as revised).

5.2.2.2.5. The PA shall package and label contents of containers (trays) in accordance with POSTOPNSDIV guidelines and shall dispatch mail in accordance with Enclosure (5).

5.2.2.2.6. The PA shall use the POSTOPNSDIV mail service for all outgoing official mail.

5.2.2.2.7. The PA shall consolidate and dispatch mail in accordance with OPNAVINST 5218.7 and NRLINST 5218.1 (as revised) and POSTOPNSDIV Guidelines.

5.2.2.3. *Processing Confidential and Certified Outgoing Mail.* The PA shall wrap, seal, and weigh mail in accordance with NRLINST 5510.40 (as revised).

5.2.2.3.1. The outer wrapping must contain the complete address, the certified number, and return receipt (if requested) in accordance with OPNAVINST 5218.7 (as revised).

5.2.2.3.2. The PA shall maintain visual contact with the item or store it in an approved container in accordance with SECNAVINST 5510.36 and NRLINST 5510.40 (all as revised).

5.2.2.4. *Processing Outgoing Registered Mail (Classified and Unclassified).* The PA shall process outgoing registered mail in accordance with OPNAVINST 5218.7 (as revised) and POSTOPNSDIV Guidelines. Tracer action shall be provided as required.

5.2.2.5. *Processing Unsealed Unclassified Mail.* The PA shall process all unsealed unclassified mail to be dispatched in accordance with NRLINST 5216.3 (as revised) and SECNAVINST 5216.5 (as revised).

5.2.3. *Processing Distribution List Items.* The PA shall distribute NRL directives, flyers, directories, *Labstracts* (the NRL newsletter), *Billboards*, Merit Promotion Announcements, and any other NRL distributed document. NRL reserves the right to change the number of copies, add or delete from lists as necessary.

5.2.3.1. The PA shall receive items to be distributed attached to a route sheet containing distribution instructions. The PA shall indicate on the route sheet the date distribution was completed, and return the route sheet and extra copies to the originator. The PA shall maintain a log indicating date of receipt and date distributed.

5.2.3.2. The PA shall maintain up-to-date distribution lists based on NRLINST 5605.3 (as revised), and other localized and special-function distribution lists. The PA shall route any requests for changes to Distribution Lists A&B via Code 1006.5 for approval before effecting changes. The PA shall coordinate changes to Distribution List C with Code 1200. The PA shall coordinate changes to Distribution List D with Administrative Officers throughout NRL. The PA shall notify the Center for Computational Science (Code 5590), NRL of any changes to Distribution Lists A&B.

5.2.3.3. The PA shall maintain distribution list databases and print labels for Distribution Lists.

5.3. MAIL DELIVERY AND PICK UP SERVICE

5.3.1. *Pickup/Delivery Service at NRL.* In accordance with Enclosure (6), the PA shall deliver and pick up controlled and uncontrolled mail within the Laboratory. All mail stops shall be covered on each run even if there is no mail to deliver. The PA shall ensure that all mail is removed from the vehicles at the end of each day. Two of the vehicles furnished are specifically designed for classified material. If these vehicles are not available, another vehicle must be used. In such cases a PA employee with the proper clearance shall be with the classified material at all times.

5.3.2. *Special Internal Pickup/Delivery of NRL Mail.* The PA shall pick up mail from requesting NRL codes and hand deliver them to the designated location (either the mailroom or the office of another NRL code).

5.3.3. *Courier Services.* The PA shall provide local courier services in the Washington D.C. metro area for extremely urgent and compelling items.

5.3.4. *NRL Mail Delivery Schedules.* The PA shall immediately update NRL mail stop schedules to incorporate any delivery changes.

5.4. CONTROL TASKS

5.4.1 *Mail Accountability.* The PA shall ensure proper accounting of the various types of mail. Accountability records shall be maintained which reflect the information required by NRLINST 5510.40 (as revised).

5.4.1.1. The PA shall conduct a monthly inventory of secret material charged out for 18 months or longer to Classified Material Control Points in accordance with NRLINST 5510.40 (as required).

5.4.1.2. The PA shall sign the USPS and POSTOPNSDIV receipts for controlled mail received. The PA shall prepare letters to the USPS and POSTOPNSDIV authorizing specific individuals to sign for NRL's controlled mail.

5.4.1.3. In accordance with NRLINST 5510.40 (as revised), the PA shall obtain a signed receipt from an authorized government representative for controlled mail whenever mail changes possession. Likewise, the PA shall sign a receipt for all controlled mail that is in their possession.

5.4.1.4. The PA shall maintain the Firm Mailing Book For Accountable Mail and the Manifold Registry Dispatch Books. The PA shall maintain sufficient information to provide tracer action when requested. The PA shall obtain the signature of a POSTOPNSDIV employee on the Manifold Registry Dispatch Book when registered mail is picked up by the POSTOPNSDIV.

5.4.1.5. The PA shall comply with all security regulations and instructions concerning the handling of classified correspondence.

5.5. ADMINISTRATIVE MAIL TASKS

5.5.1. *Workload Statistics.* The PA shall perform administrative tasks for purposes of workload statistics.

5.5.1.1. The PA shall maintain estimates on a monthly basis of the number of pieces of uncontrolled incoming and intra-Lab mail. This monthly estimate will be collected on a sampling basis five times a month. This sampling should not duplicate the weekday. (For example, the government currently counts the uncontrolled incoming mail for their estimates monthly on the first Monday, second Tuesday, third Wednesday, fourth Thursday, and fourth Friday of each month) The PA shall also collect on a monthly basis an actual count of all outgoing and controlled incoming. Controlled and uncontrolled mail are indicated in Enclosure (8). These statistics shall be readily available for review by the government and the contractor shall submit these reports cumulated quarterly to the COR.

5.5.2. *Classified Material Control Points.* The PA shall maintain a current copy of authorized Classified Material Control Points.

5.5.3. *Responsiveness.* The PA personnel shall be available to respond to requests by all NRL personnel for advice and guidance relative to mail handling procedures. These requests may be received in person, by telephone, or by memorandum at any time during working hours. PA personnel shall familiarize themselves with government regulations, requirements, and procedures which govern or impact mail services and be able to provide accurate and timely answers to questions regarding these services. Typically, the PA shall be expected to provide advice and guidance on mail delivery schedules and procedures, etc. The PA shall also be prepared to direct NRL personnel to appropriate NRL, Navy, and other directives describing mail requirements in detail.

5.6. FUTURE MAIL STOPS

5.6.1. NRL has extensive modernization plans underway. These plans include renovating some of the buildings and demolishing and reconstructing others. Because of this, groups throughout the Laboratory are frequently moved to a new location. The COR will notify the contractor of these moves as soon as practicable. The contractor shall adjust stops and schedules in accordance with this information. These changes will not result in any changes to the contract award price.

5.7. NRL CODE DIRECTORY

5.7.1. *Process Quarterly Issuances.* The PA shall prepare, organize, and process for printing the NRL Code Directory quarterly, to be issued by the last day of January, April, July, and October as required by NRLINST 5030.1 (as revised).

5.7.1.1. The PA shall coordinate changes with Administrative Officers (AO's) (including NRL-SSC and NRL-MRY) for each quarterly update in accordance with NRLINST 5030.1 (as revised), ensuring that all due dates are met. Additionally, the PA shall request changes from tenants and union representatives to update the Code Directory.

5.7.1.2. The PA shall verify that the information collected is accurate, based on current NRL directives, and verification from the NRL Directives Staff (Code 1006.5) when changes are not published by an NRL directive.

5.7.1.3. The PA shall review for typographical and formatting errors.

5.7.1.4. The PA shall review and verify that the distribution lists for each division are accurate and appropriate changes have been made to the lists. The distribution list is used to determine the number of copies to be printed.

5.7.1.5. The PA shall answer all inquiries regarding the processing of the NRL Code Directory. The PA shall provide guidance and instruction, as necessary, on the proper procedures based on NRLINST 5030.1 (as revised).

5.7.1.6. The contractor shall submit the NRL Code Directory and printing requisition to the COR for approval and submission to the Defense Automated Printing Service (DAPS) in accordance with DOD 5330.3 (as revised).

5.8. NRL ORGANIZATIONAL INDEX

5.8.1. *Process Annual Issuance.* The PA shall prepare, organize, and process for printing the NRL Organizational Index annually, to be issued by the end of July in accordance with NRLINST 2066.1 (as revised).

5.8.1.1. The PA shall review and verify information to be included in the Organizational Index. The PA shall also download from NRL's Locator System the individual listings for the Organizational Index.

5.8.1.2. The PA shall review and verify that the distribution lists for each division are accurate and appropriate changes have been made to the lists. The distribution list is used to determine the number of copies to be printed.

5.8.1.3. The PA shall submit the NRL Organizational Index for printing in time to meet the July issue deadline.

5.8.1.4. The contractor shall submit the NRL Organizational Index and printing requisition to the COR for approval and submission to DAPS for printing in accordance with DOD 5330.3 (as revised).

5.8.1.5. The PA shall answer all inquiries regarding the processing of the Organizational Index. The PA shall provide guidance and instruction, as necessary, on the proper procedures based on current NRL regulations.

5.9. DOD DIRECTORY

5.9.1. *Process Changes.* The PA shall process and submit NRL's portion of the DOD Telephone Directory to the appropriate DOD personnel triennially (issued April, August, and December), in accordance with DOD Guidelines and NRLINST 2066.1 (as revised).

5.9.1.1. The PA shall interact with the appropriate DOD personnel to coordinate submission of NRL's portion of the DOD Telephone Directory, ensuring that all deadlines are met.

5.9.1.2. The PA shall download and print from NRL's Locator System the "individual" listing to be included in the DOD Directory.

5.9.1.3. The PA shall review and verify that the distribution lists for each division are accurate and appropriate changes have been made to the lists. The distribution list is used to determine the number of copies to be distributed to NRL.

5.9.1.4. The PA shall review for typographical errors and ensure that the correct formatting procedures are followed.

5.9.1.5. The contractor shall submit NRL's updated portion of the DOD Telephone Directory to the COR for approval prior to submitting to DOD for publication.

5.10. LOCATOR SERVICE

5.10.1. *Telephone Locator Service.* The PA shall provide locator service for NRL.

5.10.1.1. The PA shall answer the NRL Locator Service telephone during the hours of 0800-1630 and, using NRL's Locator System, locate pertinent information (telephone number, building, room, etc.) regarding employees, contractors, and tenants as requested.

5.11. INFORMATION TECHNOLOGY

5.11.1. *Local Area Network (LAN) Administration.* The PA shall administer the Administrative Services LAN and shall provide support for users. The PA shall be responsible for new installations; diagnosing problems; performing daily maintenance and security checks on both the Unix and the Windows NT servers; and creating, implementing, and documenting data backups. The PA shall be responsible for hardware upgrades and general trouble shooting and problem solving for the end users and all other functions to provide an effective LAN. The PA shall manage the systems including assignment and maintenance of accounts, establishing and maintaining database privileges for each account, and installation of new software.

5.11.2. *Database Administration.* The PA shall provide and maintain an information technology system for the management of the Administrative Services Automated Information System (AS AIS). The currently installed database software "EMPRESS" is a customized database which is run on a Sun Unix-based operating system, which the PA may continue to use. The PA shall produce reports as may be required. An example of current data kept and reports include: controlled mail, correspondence tracking, records management (including scientific research notebooks), forms inventory, reports inventory, and distribution lists. The PA shall establish and maintain database privileges for each account.

5.11.3. *Electronic Forms Web-site.* The PA shall maintain, monitor, and update the office Web-site which provides access to the electronic forms stored on the NT Server. The PA shall answer internal and external inquiries on downloading and using electronic forms from the Web-site. The PA shall ensure that the office Web-site is secure and that all NRL and Navy security procedures and protocols are met.

5.12. FORMS MANAGEMENT

5.12.1. *Responsibilities.* The PA shall administer the NRL Forms Management Program in accordance with SECNAVINST 5213.10 and NRLINST 5213.4 (all as revised). The PA shall review and process requests for new and revised forms used at NRL, and manage the Forms Supply Store which houses NRL and external forms as well as other materials including information on employee benefits.

5.12.2. *Forms Design.* As required, the PA shall design electronic and paper forms in accordance with SECNAVINST 5213.10 (as revised). The PA shall coordinate the need for new or revised forms with the NRL Directives Staff (Code 1006.5). The PA shall coordinate requests for new or revised forms which request personal information with the HRO for conformity with the Privacy Act as required by NRLINST 5211.2 (as revised). The contractor shall submit all requests for new or revised forms to the COR for approval prior to processing and before issuance.

5.12.2.1. The PA shall design electronic NRL forms and (upon request) external forms which are not available electronically. This requires knowledge of Symantec FormFlow software in order to maintain compatibility throughout the NRL community. Forms shall be designed and numbers assigned in accordance with SECNAVINST 5210.11, SECNAVINST 5213.10, and NRLINST 5213.4 (all as revised). The PA shall coordinate with the sponsors of forms, and test each form to ensure the desired functionality prior to placing them on the server for NRL-wide use.

5.12.2.2. The PA shall design forms that are not suitable for electronic design (envelopes, tags, etc.) in paper copy format in accordance with the needs of the requester.

5.12.3. *Forms Inventory.* The PA shall conduct an annual Forms Inventory in accordance with NRLINST 5213.4 (as revised). The PA shall prepare and distribute an annual Forms Register from information derived from the Inventory; and dispose of all obsolete forms in accordance with SECNAVINST 5212.5 (as revised).

5.12.4. *Case Files.* The PA shall maintain a numeric and functional case file on all active forms originated by NRL.

5.12.5. *Forms Supply Store.* The PA shall stock and maintain a Forms Supply Store where hard copy forms and other printed materials including information on employee benefits can be obtained by the NRL community.

5.12.5.1. The PA shall provide paper forms not suitable for electronic design, as well as paper copies of electronic forms which are frequently requested in paper format.

5.12.5.2 The PA shall stock and maintain information on employee benefits. Information on employee benefits shall be coordinated with the Human Resources Office. Replenishment orders shall be placed with supplying vendors and agencies in sufficient lead-time to ensure that no forms or other materials are depleted.

5.13. REPORTS MANAGEMENT

5.13.1. *Reporting Requirements.* The PA shall review internal and external directives received from Code 1006.5 to determine if a reporting requirement exists. If applicable, the PA shall forward a Report Analysis Data form to the responsible code for completion. The PA shall assign Reports Control Symbols, establish case files, and maintain an inventory of reports required by NRL in accordance with SECNAVINST 5214.2 and NRLINST 5214.1 (all as revised).

5.13.2. *Reports Inventory.* The PA shall conduct a Reports Inventory biennially in accordance with SECNAVINST 5214.2 (as revised). The PA shall prepare a Reports Register and update NRL's directive on Reports Management based on response to the Reports Inventory. The contractor shall route the revised directive to the COR for approval before forwarding to code 1005.6 for issuance.

5.14. CORRESPONDENCE MANAGEMENT

5.14.1. *Incoming/Outgoing Correspondence.* The PA shall manage the correspondence and shall fulfill the requirements contained in SECNAVINST 5216.5 and NRLINST 5216.3 (all as revised). The COR will function as the NRL Correspondence Manager. The average monthly volume of incoming mail is shown in Enclosure (8).

5.14.1.1. *Incoming Correspondence.* The PA shall receive, open, and review non-sensitive incoming mail to determine whether to route or send direct based on significance or action required in accordance with SECNAVINST 5216.5 and NRLINST 5216.3 (as revised). (Exception: Mail with a person's name on the top line and sensitive mail as listed in Enclosure (9) shall be sent direct unopened.)

5.14.1.1.1. The PA shall maintain a routing guide and reference file of old issues of NRL Code Directories and NRL telephone directories to be used for routing and reference purposes.

5.14.1.1.2. The PA shall enter into a database/log book all information pertinent to controlled correspondence, prepare route sheets, and make distribution.

5.14.1.1.3. The PA shall maintain a suspense tickler system for all action correspondence and inform codes of impending suspense dates. The PA shall submit (electronically) a weekly report of overdue correspondence to management in accordance with NRLINST 5216.3 (as revised).

5.14.1.1.4. The PA shall process and protect all incoming classified material in accordance with SECNAVINST 5510.36 and NRLINST 5510.40 (all as revised).

5.14.1.2. *Outgoing Correspondence.* The PA shall review outgoing "By direction" correspondence to ensure that it conforms to Navy and NRL standards as to format, grammar, routing, security markings, signing authority, and proper addresses (based on the Standard Navy Distribution List (SNDL) (OPNAV P09B2-105) in accordance with SECNAVINST 5216.5 and NRLINST 5216.3 (all as required).

5.14.1.2.1. The PA shall ensure that appropriate classified receipts are attached to outgoing classified documents, monitor the return of these receipts, and send tracers if necessary.

5.14.1.2.2. The PA shall ensure that a legible copy of outgoing correspondence, with enclosures and attachments, are retained for filing within NRL Central Files in accordance with NRLINST 5216.3 (as revised). The PA shall prepare the Commanding Officer's Reading File consisting of copies of correspondence dispatched daily.

5.14.1.2.3. The PA shall ensure that only persons authorized to sign correspondence either "By direction" or under their "Functional Title" have signed outgoing correspondence in accordance with NRLINST 5216.3 (as revised). The PA shall maintain an up-to-date file of those authorized to sign correspondence.

5.15. RECORDS MANAGEMENT

5.15.1. *Responsibilities.* The PA shall prepare and transfer records to, and retrieve records from, the National Archives and Records Administration (NARA) or other authorized records repository, based on Navy and NRL directives.

5.15.2. *Scientific Research Notebooks.* The PA shall order, issue, and control all scientific research notebooks in accordance with NRLINST 5870.2 (as revised). The PA shall also maintain an up-to-date signature file for scientific research notebooks issued and returned to file.

5.15.3. *Central Repository.* The PA shall maintain NRL's central repository for active and inactive Laboratory records including Research Problem case files,

DON's Standard Subject Identification Codes (SSIC) (e.g., correspondence files), and scientific research notebooks in accordance with SECNAVINST 5212.5 and NRLINST 5212.3 (all as revised).

5.15.3.1. The PA shall maintain numerical files of all controlled correspondence. The PA shall assign SSIC or Problem File numbers and prepare cross-reference and indexes for required material prior to filing in accordance with SECNAVINST 5210.11 (as revised). The average monthly volume of filing is shown in Enclosure (8).

5.15.3.2. The PA shall maintain a tracking system in order to locate NRL records filed in-house, at the National Archives and Records Administration (NARA), the Federal Records Center (FRC), and other authorized repositories.

5.15.3.3. The PA shall prepare and maintain necessary documentation used to send NRL records (including scientific research notebooks) to a designated Federal Records Center, or other authorized records repository. The PA annually shall review and purge records (approximately 7 cubic feet of unclassified and 3 cubic feet of secret) and dispose of records in accordance with SECNAVINST 5212.5 (as revised). All documentation will be approved by the NRL Archivist before records are destroyed or transferred to the records repository.